

The TPO Connection

AZNet Transition Pricing - Decision...

Transitional Pricing

Over the past several months, the Telecommunications Program Office (TPO) has been focused on the short-term challenge to develop a transitional pricing approach for FY06 and FY07 that is sensitive to the state's budget issues.

On Tuesday, September 13, 2005, the Telecommunications Executive Governance Committee approved the recommended transitional pricing

which included:

- ◆ \$2.6M reduction in FY06 with restricted seats
- ◆ \$3.1M rate deferral in FY06 financed as a project
- ◆ Reduction of IPT Seat rates to align with transitional seat rates
- ◆ Standard contract rates apply in FY07

The TPO submitted an *AZNet* enterprise budget impact by agency for FY07 to the Office

of Strategic Planning and Budgeting on September 26, 2005.

The TPO is working on:

- ◆ Amending the contract with Accenture to reflect the restructured agreement;
- ◆ Coordinating an approach for FY07 Budget Issue with all agencies; and
- ◆ Communicating the transitional pricing plan to all agencies when finalized.

Seats, Seats and More Seats are transitioning to the *AZNet* Program

In March, 10,096 agency seats (telephones) transitioned from the Arizona Telecommunications Services (ATS) to *AZNet*. During the First Quarter of FY06, five agencies with an additional 3,181 seats transferred to the *AZNet* program.

The transition of 15 agencies with an additional 17,000 seats is in the works for the Second Quarter of FY06.

Lots of preparation—three to four months worth—goes into a successful transition. The transition doesn't just happen to you...You will be a part of the process which makes your actual "transition day" a non-event. It all begins with:

(continued on page 2)

Inside this Issue

- ◆ **Billing Dispute? — Page 2**
- ◆ **Telecommunications Program Office (TPO) Contacts — Page 2**

The TPO Connection

Questions regarding the TPO??? Contact:

Contract

Sandy Clancy, Sr. Contract Manager, 602-542-1439

Catherine Newton, Contract Analyst, 602-364-0477

Billing/Pricing

Pat Mah, Financial Analyst, 602-364-0558

Jennette Wilkins, Contracts Administrator, 602-364-4044

Communications

Kathe Cochran, Communications Analyst, 602-542-0035

Dorthea Roberson, Executive Assistant, 602-364-1106

Transition or Project Management

Susan Marchi, Project Coordinator, 602-542-0154

John A. Petriello, PMP, Project Manager, 602-364-1852

Jerry Stumper, Project Manager, 602-364-0479

Laura DuBois-Ward, PMP, Program Manager, 602-364-1901

Seats, Seats and More Seats...

Town Hall meetings which provide an introduction to the *AZNet* contract, a review of what is expected of agencies and what they can expect from *AZNet* and a chance to meet the *AZNet* Team.

- ◆ Next are the **Transition Kick-Off meetings** which review the draft project plan milestones and tasks, the inventory workbook and data collection processes and establishes ongoing meeting schedules and communications plans. The inventory workbook and data collection processes are the most labor intensive for state personnel. This provides the basic information for *AZNet* to operate, support and maintain telecommunications equipment and services, respond to and repair equipment within Service Level

Agreements (SLAs) and to generate accurate billing.

Key meetings are:

- ◆ **30-day Go/No Go Review**—a formal meeting between TPO, *AZNet* and agency leadership to review project milestones and assess the status of the project.
- ◆ **5-day Go/No Go Review** with leadership to confirm operational readiness.

Of course, there are many other meetings to ensure everyone and everything are on target. All this dedication makes the actual transition a non-event.

Post transition includes the completion of the punch list, a review of the first bill for accuracy and the close of the project...and your transition is complete! To view the Town Hall presentation, go to <http://aznet.gov>; *AZNet* News.

Have a Billing Dispute?

Have a billing dispute? From time-to-time everyone may have a billing dispute or question.

Dispute Process:

If you are disputing charges or will be short-paying your invoice, please log a dispute through the *AZNet* Support Desk for the portion you are short-paying. It is critical that a dispute is logged to ensure the *AZNet* team is aware of the issue and can work to resolve it. Until a dispute is logged, your short pay will be considered late and will be

subject to Carrier late fees.

Please contact the *AZNet* Support Desk to log a dispute and identify what you are short-paying. This will help us apply your payment correctly and resolve your issues.

- ◆ **602-364-4444** (choose option 5, then 2)
- ◆ **aznetsupportdesk@azdoa.gov**

Remember to list the "Invoice Qualifier" when your payment is made. Your payment cannot be posted without the "Invoice Qualifier".